Request for Proposal #0005262

For

Print Management System

August 19, 2008
QUESTIONS: All inquiries for information regarding this solicitation should be directed to: Nancy Sterling, Sr. IT Contract Officer, Phone: (540) 231-9517, e-mail: nancy.sterling@vt.edu.

DUE DATE: Sealed Proposals will be received until September 2, 2008 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

ADDRESS: Proposals should be mailed or hand delivered to: Nancy Sterling, Virginia Polytechnic Institute and State University (Virginia Tech), Information Technology Acquisitions Office (0214), 1700 Pratt Drive, Blacksburg, Virginia 24060-6361. Reference the Opening Date and Hour, and RFP Number in the lower left corner of the return envelope or package.

In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods and services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

TYPE OF BUSINESS: (Please check all applicable classifications, ref http://www.purch.vt.edu/Vendor/class.html)
If certified, provide Virginia Dept of Minority Business Enterprise Certification Number: ___________________________
See http://www.dmbe.state.va.us/swamcert.html for DMBE certification information.

___ Large.

___ Small. A concern, including its affiliates, which is independently owned and operated, is not dominant in the field of operation in which it is contracting and can further qualify under the criteria concerning number of employees, average annual receipts, or other criteria, as prescribed by the United States Small Business Administration.

___ Minority-Owned. A business enterprise that is owned and controlled by one or more socially and economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such persons include, but are not limited to Blacks, Hispanic Americans, Asian Americans, American Indians, Eskimos, and Aleuts.

___ Women-Owned. A business enterprise that is at least 51 percent owned by a woman or women who also control and operate it. In this context, "control" means exercising the power to make policy decisions, and "operate" means being actively involved in the day-to-day management.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods and services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

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I. **PURPOSE:**

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals to establish a contract or contracts through competitive negotiations for a Print Management System (PMS) for Printing Services of Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

II. **CONTRACT PERIOD:**

The term of this contract is for one year, or as negotiated. There will be an option for three one-year renewals, or as negotiated.

III. **BACKGROUND:**

Virginia Tech (VT) is a land-grant institution founded in 1872. It is ranked in the top fifty research universities in the United States, with annual research expenditures of about $170 million. More than 25,000 students pursue 170 degree and post-graduate certificate programs through the University’s eight colleges and graduate school. The Virginia Cooperative Extension, operated jointly in the commonwealth by Virginia Tech and Virginia State University, has more than 107 offices and 160 programs. More information about VT can be found at [www.vt.edu](http://www.vt.edu).

Virginia Tech Printing Services manages approximately 600 copier/printer devices on and off campus. All the devices are billed on a charge per click or impression. Printing Services bills each customer monthly for impressions and billable supplies.

IV. **EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:**

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a trading partner within the eVA system.*

There are registration fees and transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at [www.eva.state.va.us](http://www.eva.state.va.us) and complete the Ariba Commerce Services Network registration. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your company conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: [eVAcustomercare@dgs.virginia.gov](mailto:eVAcustomercare@dgs.virginia.gov), or call 866-289-7367.

V. **STATEMENT OF NEEDS:**

The Print Management System (PMS) must be capable of maintaining permanent records and data collection for each machine as follows:

- VT fixed asset number
- Department
- Contact Person
- Location
- Impressions per month
- Rate
- Serial Number
- Model
- Service call record
- Non-billable supplies issued
Billable supplies issued (billed monthly)
Service call report times
Repeat service calls

SYSTEM SPECIFICATIONS AND PERFORMANCE

Hardware
- Propose the Print Management System server which shall be located at Virginia Tech; no hosted systems
- Include detailed description of server hardware vendor shall supply, including make, model, specifications, operating system, CPU requirements, etc., sufficient to manage system growth over the next three years or longer. Server must have the following minimum specifications:
  - CPU: Dual Intel XEON Quad Core Processors
  - Backup: DVD/CD-RW (CD Burner)
  - Memory: 8 Gigabytes ECC
  - Storage: RAID 10 (striped and mirror) 10 Gig for attachment vault
  - Power Supply: 750W (redundant)
  - Network Int.: 10/100/1000 Base-T (Gigabit) Ethernet

Software
- Propose system with web browser based user interface; specify browsers supported, including release numbers
- Propose system with ability to use barcode readers and work stations for data collection; specify barcode readers supported
- Specify proposed software name, manufacturer, and release/version; list any drivers and/or third-party software required for system to run as proposed
- Specify all proposed software licensing requirements and include full license agreement
- Specify functions/modules proposed, with the following functions essential: estimating, order entry, job billing, accounts receivable, job history, report writer, price list quoting, job costing and productivity, job planning and prioritization, dynamic graphic view and advanced scheduling
- Provide an overview of the capabilities for configuring and customizing the system that can be performed without Contractor assistance
- Describe staffing requirements and skill or training required to support the proposed system
- Describe software upgrades and frequency of new releases
- Specify maximum number of full time users working via the web interface that the proposed system supports, with four (4) the minimum needed
- Specify the maximum simultaneous data collections users (either working at a workstation via the web interface or using barcode readers) that the proposed system supports, with seven (7) the minimum needed
- Provide an overview of the reporting capabilities, including a list of the standard reports and/or available templates for ad-hoc reports; include a representative sample of standard reports

Implementation
- Specify the proposed, substantial onsite support for Project/Account Management to assist in populating database, estimated at a minimum of twenty eight (28) hours
- Describe training and consultation provided in this proposal, including the following:
  - substantial on-site training, estimated at a minimum of eleven (11) days
  - substantial additional online consulting/training, estimated at a minimum of thirty (30) hours
- Describe systems training for configuring and customizing the system without Contractor assistance
- Describe options for additional training beyond that included in the proposal
- Specify the proposed customization to accommodate VT copier management program accounting, billing, and history (see first paragraph of statement of needs above)
- State the media and number of copies for software, users manual, and technical documentation provided at time of purchase; state any limitations for reproducing for university use
- Describe the procedure for reporting problems. Specify customer support hours and any limitations on assistance outside of normal support hours
- Provide the addresses, telephone numbers, e-mail addresses, and fax numbers for any offices providing support. Specify any third party involved in support and maintenance
• Describe how problems are handled by customer support, including response time, classification of problems, follow through, and turnaround time
• Describe the availability of problem status reports, and any process for distributing problem solutions among customers
• Attach a copy of Service Level Agreements including any optional add-ons.
• Specify annual system maintenance for first year and each of three (3) additional years, with a detailed description of the maintenance proposed, including troubleshooting support and all software enhancements or improvements available from vendor

Security
• Specify security capabilities and levels, including password management, controlling access to staff functions, audit trails, and encryption.
• Specify any third party software packages recommended to enhance security.
• Complete the attached Virginia Tech Security Questions for Technology-Based Procurements (Attachment D)

Costs - Use Attachment E
• Detail the proposed price for the system; include the basis for the pricing and scalability of the proposed system and split out costs for hardware, software, and implementation
• Clearly delineate and reflect by line item and total(s) any educational allowances and discounts available
• Include a four-year schedule for annual maintenance costs
• Include third-party software requirements: identify requirements for licensing and use of any third-party software such as transaction monitors, web servers, compilers, or security systems.

VI. PROPOSAL PREPARATION AND SUBMISSION:

A. General Requirements

1. RFP Response:

In order to be considered for selection, Offerors must submit a complete response to this RFP. The proposal shall be submitted in both print and electronic media as follows: **One (1) printed signed original, five (5) printed copies, and one (1) electronic media copy** in a generally used format(s) on CD, DVD, or Flash Drive media, with delivery to:

Nancy Sterling  
Virginia Tech  
Information Technology Acquisitions (0214)  
1700 Pratt Drive  
Blacksburg, VA  24060-6361

**Reference the Opening Date and Hour, and RFP Number in the lower left hand corner of the return envelope or package.**

No other distribution of the proposals shall be made by the Offeror.

By submitting a bid/proposal and by signing any subsequent contract, the VENDOR WARRANTS AND AGREES that the prices, terms, warranties, and benefits specified in its bid/proposal are comparable to or better than the equivalent prices, terms, warranties, and benefits being offered to the vendor’s commercial or government customer.

The sole point of contact for questions or clarification regarding this RFP process or content shall be the individual named below. Email is the preferred method of communication.

Nancy Sterling  
Email: nancy.sterling@vt.edu  
Phone: 540-231-9517
Any ADDENDA to this RFP and a summary of questions and answers that provide new information shall be posted to the department website, www.ita.vt.edu. First click on Computer Purchasing. On the next page click on the RFP you want to view to see related documents.

2. Proposal Preparation:
   a. Proposals shall be SIGNED by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Virginia Tech may reject proposals, which are substantially incomplete or lack key information, at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
   b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
   c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents that cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
   d. Each copy of the proposal should be bound in a single volume where practical. All documentation submitted with the proposal should be bound in that single volume. No special binding is required; any means to keep each proposal separate and complete is adequate.
   e. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
   f. Oral Presentations: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations; however, oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

B. Specific Requirements:

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following information/items as a complete proposal:

1. The return of the General Information Form and addenda, if any, signed and filled out as required.
2. Contractor Specifications: A description of how the contractor proposes to fulfill Printing Services requirements as defined above.
3. Implementation, Training, and Customer Support: A description of the services you are willing to provide to fulfill to complete implementation of the proposed goods and services, including training and customer support.
4. Qualifications and Experience: A description of experience with implementation of similar products and service, including experience in providing services to large public colleges or universities.
5. Proposed Pricing: Offeror must return a detailed spreadsheet in fulfillment of the specifications above with formulas intact and readable as a stand-alone document. Include all one-time and all recurring costs (monthly and/or transaction based costs) for all services and goods to be provided. Provide a fixed price for all services and goods detailed above, including options. Include estimate of travel expenses to fulfill requirements following Commonwealth of Virginia travel regulations, described at: http://www.co.vt.edu/Procedures/p20335a.html. Travel preapproval required before any travel costs are incurred. Virginia Tech is not responsible for any travel costs associated with proposals.
6. Small, Women-owned and Minority-owned Business (SWAM) Utilization: Describe your SWAM status, including Virginia Dept of Minority Business Enterprise (DMBE) Certification Number, if certified. See http://www.dmbe.state.va.us/swamcert.html for DMBE certification information. Include your plan for utilizing small businesses and businesses owned by women and minorities if awarded a contract. Describe your ability to provide statistical reporting on actual SWAM subcontracting when requested.
7. Complete and return Attachment D, Security-related questions, to the proposal submission.
8. State clearly any proposed EXCEPTIONS to the RFP terms and conditions.

VII. SELECTION CRITERIA AND AWARD

A. Selection Criteria:

Proposals will be evaluated by Virginia Tech using the following:

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<th>Criteria</th>
<th>Maximum Point Value</th>
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<tbody>
<tr>
<td>Plans for providing goods and services including Copier Management Record keeping</td>
<td>25%</td>
</tr>
<tr>
<td>Operating system to be used</td>
<td>20%</td>
</tr>
<tr>
<td>Qualifications and Experience</td>
<td>15%</td>
</tr>
<tr>
<td>Price</td>
<td>30%</td>
</tr>
<tr>
<td>SWAM Utilization (small, women-owned, and minority owned)</td>
<td>10%</td>
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</table>

Total 100%

B. Award:

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror who, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (Section 2.2-4359(D.), Code of Virginia.) Should Virginia Tech determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated. See Attachment C for sample contract form.

VIII. CONTRACT ADMINISTRATION

A. Nancy Sterling, Senior IT Contract Officer, Information Technology Acquisitions, at Virginia Tech or her designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
B. The Contract Administrator, or his/her designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech ITA Office through a written amendment to the contract.

IX. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions.

X. ATTACHMENTS:

Attachment A – Terms and Conditions
Attachment B – Standard Contract Form
Attachment C – Virginia Tech Security Questions for Technology-Based Procurements
Attachment D – Spreadsheet for Cost
ATTACHMENT A: Terms and Conditions

This RFP and any resulting contract incorporates the following:

Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors

General Terms and Conditions

Special Terms and Conditions

1. INTELLECTUAL PROPERTY: The Contractor, Above Ground Development, retains exclusive ownership of all software they provide to Virginia Tech. Virginia Tech retains exclusive ownership of all data and equipment, and retains their contractual rights related to third-party software.

2. CANCELLATION OF CONTRACT: Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, either party, without penalty, may terminate the resulting contract after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

3. CONTRACT DOCUMENTS: The contract entered into by the parties shall consist of the proposal submitted by the Contractor, the written results of negotiations and proposal amendments, and the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.

4. DELIVERY POINT: Except when otherwise specified herein, all items shall be F.O.B. delivered to any point within the Commonwealth of Virginia as directed by ordering department, institution or agency of the Commonwealth or Public bodies of the Commonwealth as defined in Section 2.2-4301 of the Virginia Public Procurement Act.

5. INDEPENDENT CONTRACTOR: The contractor shall not be an employee of Virginia Tech, but shall be an independent contractor. Nothing in this agreement shall be construed as authority for the contractor to make commitments, which shall bind Virginia Tech or to otherwise act on behalf of Virginia Tech, except as Virginia Tech may expressly authorize in writing.

6. MINORITY BUSINESS, WOMEN-OWNED BUSINESSES SUBCONTRACTING AND REPORTING: Where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such business to minority and/or women-owned businesses. Names of firms may be available from the buyer and/or from the Division of Purchases and Supply. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided.

7. PROPOSAL ACCEPTANCE PERIOD: Any proposal received in response to this solicitation shall be valid for 120 days. At the end of the 120 days the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled. The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

8. PROPOSAL PRICES: Proposal shall be in the form of a firm unit price for each item during the contract period, including optional renewals.

9. RENEWAL OF CONTRACT: This contract may be renewed by Virginia Tech upon written agreement of both parties under the terms and conditions of the original contract except as stated below. Price increases may be negotiated only at the time of renewal. Written notice of Virginia Tech's intention to renew shall be given (approximately 90 days) prior to the expiration date of each contract period.
If Virginia Tech elects to exercise the option to renew the contract for an additional period, the contract price(s) for the additional years shall not exceed the contract prices of the original contract increased/decreased by no more than the percentage increase/ decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available, and shall always be as low or lower than the price provided to the offeror’s most favored customers.

10. **SEVERAL LIABILITY**: Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable departments, institutions, agencies and Public Bodies of the Commonwealth of Virginia will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

11. **PROJECT MANAGER**: The selected Contractor agrees to provide a named individual, (“Project Manager”) to manage system implementation and subsequent maintenance. The University must approve the appointment of the Project Manager prior to the execution of any Agreement with the selected Contractor resulting from the proposal. The project Manager will be the University’s primary contact, although the Project Manager will be assisted by other members of the selected Contractor’s staff in completing key activities.

12. **SUBCONTRACTS**: No portion of the work shall be subcontracted without prior written consent of Virginia Tech. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish Virginia Tech the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by his subcontractor(s) and shall assure compliance with all requirements of the contract.

13. **ADVERTISING**: In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Virginia Tech will be used in product literature or advertising without the prior written consent of Virginia Tech. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.

14. **CERTIFICATION TESTING AND ACCEPTANCE**: The system specified in the contract shall be considered ready for production testing upon receipt of documentation from the Contractor that a successful system audit or diagnostic test was performed at the site demonstrating that the system meets the minimum design/performance capabilities stipulated by the contract. The system shall be deemed ready for production certification testing on the day following receipt of this documentation. Virginia Tech shall provide written confirmation of its acceptance following successful completion of the production certification test. System (software and/or hardware) payment will be authorized after the successful completion and certification test(s).
ATTACHMENT B – Standard Contract Form

Standard Contract form for reference only
Offerors do not need to fill in this form

COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract Number:_______________________

This contract entered into this ___ day of __________ 20___, by ______________________, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech".

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agrees as follows:

SCOPE OF CONTRACT:  The Contractor shall provide the Library Management System to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT:  From _________________________ through ________________________.

COMPENSATION AND METHOD OF PAYMENT:  The Contractor shall be paid by Virginia Tech in accordance with the contract documents.

CONTRACT DOCUMENT:  The contract documents shall consist of this signed contract, Request For Proposal Number 646386 dated August 12, 2004, together with all written modifications thereof and the proposal submitted by the Contractor dated ________ and the Contractor's letter dated ________, all of which contract documents are incorporated herein.

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor:  Virginia Tech

By:_________________________________________  By:_________________________________________
Printed Name: ________________________________  Printed Name: ________________________________
Title:________________________________________  Title:________________________________________
ATTACHMENT C – Security Questions

Virginia Tech Security Questions for Technology-Based Procurements

If purchased, Virginia Tech reserves the right to conduct an IT security assessment on the product(s), system(s) and/or service(s) once delivered to validate the answers to the questions below.

If evaluation copies or instances are available for testing, they should be provided to the IT Security Office prior to purchase. Brad Tilley (rtilley@vt.edu) or Randy Marchany (randy.marchany@vt.edu) may be contacted in the IT Security Office.

In the space following each question, please provide a Yes, No or a “no answer” (N/A), and add any appropriate comments. If the answer is No or N/A, please provide comments indicating how this question/concern is addressed elsewhere or why it is not applicable.

1. Does your product(s), system(s) and or service(s) protect against the SANS Top 20 security vulnerabilities http://www.sans.org/top20?

2. Does your product(s), system(s) and or service(s) protect against the OWASP http://www.owasp.org/index.php/OWASP_Top_Ten_Project?

3. What specific encryption algorithms are employed for your product(s), system(s) and/or service(s)?

4. Is all sensitive data (i.e. Social Security Numbers, Credit Card Numbers, Health Information, etc) encrypted in transit and at rest? If not, please explain? (NOTE: Please see the Sensitive Information page at http://www.security.vt.edu/sensitiveinfo.html for specifics).

5. Is login information such as user name and password encrypted during transmission from the client to the server? NOTE: Base-64 encoding is not acceptable.

6. Are operating systems (e.g. Windows or Linux ), programming and scripting languages (e.g. Java or PHP), web servers (e.g. Apache or IIS), database servers (e.g. Oracle or MySQL), application servers, etc. always promptly patched and current with security updates? If not, please explain.

7. Is all access, including administrative accounts, controlled and logged (i.e. firewalls, file system permissions, ACLs, database table permissions, packet logs, etc.)? If not, please explain.

8. Does your product(s), system(s) and/or service(s) prevent the use of shared credentials or accounts including administrative accounts?

9. Describe how your product(s), system(s) and/or service(s) authenticates and authorizes users?
10. Does your product(s) and/or system(s) facilitate compliance with Federal and State laws, such as FERPA, HIPPA and PCI?

11. Does your company alert customers to vulnerabilities and security issues in a timely fashion? If so, please describe your process.

For hosted services, in addition to questions above

1. Are intrusion detection technologies and firewalls utilized on the hosted system(s)?

2. Describe how your facility is physically secured?

3. Does your network or facility undergo vulnerability scanning and penetration testing?

4. Do your employees hold Information Technology Security certifications and/or secure coding certifications? If so, please describe them.
ATTACHMENT D – Cost Worksheet

RFP Cost Worksheet

Provide additional detail at the bottom as necessary to explain pricing, including any discounts. Include totals for each column.

<table>
<thead>
<tr>
<th>Goods and services to fulfill RFP requirements</th>
<th>One-time costs First year</th>
<th>Recurring Costs First year</th>
<th>Second year</th>
<th>Third year</th>
<th>Fourth year</th>
<th>Explanatory Comments, as needed</th>
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<tbody>
<tr>
<td>1 Hardware</td>
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<td>2 System software, including licenses (name, qty, unit cost)</td>
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<tr>
<td>3 Customization, if required (e.g., expected hours and rate)</td>
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<td>4 System installation</td>
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<td>5 Maintenance (list each provided services and its price)</td>
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<tr>
<td>6 Training (list details incl. hours and rates, training packages)</td>
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<tr>
<td>7 Documentation provided</td>
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<tr>
<td>8 Required Third party software (name, qty, est price)</td>
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<td>9 Other required line items (detailed)</td>
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</table>

**SUBTOTAL OF ALL COLUMNS ABOVE**

**Overall percentage discount from list price for column above**

**OPTIONAL ITEMS BELOW**

| 10 Additional system licenses, if desired (qty, unit cost) |                           |                           |            |           |            |                                |
| 11 Suggested Third party software (name, qty, est price)   |                           |                           |            |           |            |                                |
| 12 Optional customization (hourly rate)                   |                           |                           |            |           |            |                                |
| 13 Other optional line items (detailed)                   |                           |                           |            |           |            |                                |

NOTE – See website for Excel spreadsheet ready for entry of details and cost (www.ita.vt.edu, then click on Computer Purchasing, then click on the RFP desired. Include Excel spreadsheet on proposal media (CD, DVD, flash drive) with as stand-alone document with formulas intact.